

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB SERIES: **BUSINESS SYSTEMS ASSOCIATE, BUSINESS SYSTEMS SPECIALIST, SENIOR BUSINESS SYSTEMS SPECIALIST**

DEPARTMENT: **VARIOUS DEPARTMENTS**

Distinguishing Features and Summary Description:

The Business Systems Specialist series performs an internal consultancy role with responsibility for investigating business systems, identifying options for improving business systems and bridging the needs of the business through technology solutions. Those filling this role work closely with the City's Information Technology Department leveraging the use of technology in the assigned operating department. The **Business Systems Associate** is an emerging professional able to provide business analysis through the use of technology with general supervision. The **Business Systems Specialist** is an emerging expert responsible to provide unique and complex business solutions through the use of technology. The position has a high degree of discretion and independence. The **Senior Business Systems Specialist** is a seasoned professional and an expert in providing unique solutions to complex business problems through the use of technology. The Senior Business Systems Specialist works closely with the senior management in assigned department(s) or Major Service Areas.

Essential Duties and Responsibilities: The following duties are typical for this job series. Incumbents perform some but not all of the listed duties and/or may be required to perform additional duties to meet the City's business needs and changing operating practices. Other duties may be required and assigned.

BUSINESS SYSTEMS ASSOCIATE

Responds to end users requests, runs reports and formulates custom reports.

Supports basic, common business processes and tools.

Carries out assignments under direct supervision.

Contributes to technology projects, may lead small to medium projects of a basic scope.

Identifies and researches specific client requirements for projects and builds a working knowledge of application and/or system workflow, basic system and reporting specifications.

Troubleshoots area specific technical issues and coordinates remediation with internal IT department or outside vendors.

Develops and implements alternatives to address or correct problems of a basic to moderate scope of complexity.

Resolves and supports end users with access and utilization of work management systems; may work with vendors to solve specific issues.

Conducts testing; coordinates software implementation and maintenance.

Writes training materials for basic system functions; conducts basic training on the functionality of assigned technology.

Ensures data required by business group is tracked and reported correctly.

Develops and maintains operation manuals for assigned applications or systems.

BUSINESS SYSTEMS SPECIALIST

Performs the duties of the Business Systems Associate in addition to:

Contributes to or leads technology projects.

Conducts business process analysis to ensure reporting requirements.

Builds business cases through evaluation and analysis and documents business processes.

Creates quality assurance processes for data entry, utilization and reporting.

Facilitates communication between assigned departments and the Information Technology Department, vendors for technology support and implementation;

Performs application administration functions within assigned business application(s).

Utilizes various scripting languages and techniques to enhance workflow automation with assigned application.

Exports application data for report writing and analytical purposes.

Addresses data problems and inconsistencies.

Ensures course correction, timelines, communications and other aspects of project management.

Designs and develops workflow to support assigned department needs for information and/or utilization of software and/or systems.

Collaborates with the City's Information Technology Department and/or outside vendors to resolve integration issues with various data systems.

Ensures compliance with software licensing agreements.

Provides performance input.

Identifies suppliers, obtains request for bids, encumbers funds to acquire goods and services.

Coordinates departmental website design and content creation.

Obtains bids, quotes; performs Requests for Proposals; selects vendors for technological services; works with vendors through installation and maintenance.

Specific to area of assignment, maintain various system inventory, including tracking information relating to equipment problems, repair and maintenance and developing methodologies to analyze equipment usage, problems and repairs.

Analyze and implement system optimization strategies designed to improve computer performance.

Develop and implement methodologies to ensure data integrity.

SENIOR BUSINESS SYSTEMS SPECIALIST

Performs the duties of the Business Systems Specialist in addition to:

Plans and establishes the strategic plan and/or roadmap(s); strategic initiatives and deliverables consistent and in coordination with the City's Information Technology Department.

Performs the role of lead or supervisor; assigns work; distributes workload; authorizes timesheets; approves vacation requests; assists in recruitment processes and conducts performance evaluations.

Performs the role of liaison between business groups and the Information Technology Department, developing and maintaining effective working relationships.

Makes recommendations to management and other staff regarding the use of technology and processes to provide solutions for business needs.

Ensures support and/or leads the development of technology strategies and initiatives that integrate the vision, mission and values of the assigned major service area and the Information Technology Department technology road map.

Researches and analyzes appropriate technology and processes to resolve business problems.

Obtains necessary project approvals with senior management of assigned departments and the Information Technology groups.

Determines what management systems and applications will be utilized; how the management system will be utilized; reporting requirements; permissions, security and customizations.

Manages all project elements, i.e. budgeting, scheduling and communication.

Conducts short and long range planning.

Administration and troubleshooting of various systems and web-based interfaces in conjunction with the Information Technology Department establishing technology related procedures, standards and protocol.

Surveys and analyzes major existing or proposed systems in complex computer network areas; confers with others to determine system requirements, functions, procedures, desired results and problem definition

JOB SERIES KNOWLEDGE AND ABILITIES:

May vary depending on assignment.

Business Systems Associate

- Basic principles, methods and techniques to respond to user requests
- Ability to troubleshoot hardware and software problems of a basic scope
- Ability to establish working relationships with department users, the Information Technology Department, vendors or professionals
- Ability to provide excellent customer service
- Basic knowledge of assigned department operations
- Knowledge of report writing concepts and tools
- Knowledge of basic project management practices
- Knowledge of standard personal computer software packages, including word processing, spreadsheet, database, desktop publishing

- Ability to perform analysis and reach sound, logical conclusions regarding user needs and requirements
- Ability to organize, plan and complete projects
- Ability to perform connectivity testing and trouble shooting including use of diagnostic tools and equipment
- Ability to write basic computer generated reports
- Ability to develop training materials
- Ability to support projects or cross-functional teams
- Knowledge of basic principles and methods of computer configuration and operation
- Knowledge of basic principles of computer science
- Ability to troubleshoot basic hardware and software problems

Business Systems Specialist

Knowledge and abilities of the Business Systems Associate in addition to:

- Advanced knowledge of assigned department operations and business processes
- Knowledge of relational databases
- Knowledge of and the ability to perform project management
- Ability to generate and write complex reports by extracting data and information
- Ability to design and develop workflow, custom reports or various custom integration of assigned applications
- Ability to lead and manage projects
- Ability to perform process and data analysis, research business problems
- Ability to set-up, fix errors and change procedures and protocols for utilization of software applications
- Ability to support multiple business processes
- Ability to maintain and manage the operations of software applications and achieve optimal technical performance and user support
- Excellent written and oral communication skills
- Knowledge of integrated systems of area assignment
- Knowledge of computer operating systems
- Knowledge of local area and wireless network principles

Senior Business Systems Specialist Administrator

Knowledge and abilities of the Business Systems Analyst in addition to:

- Ability to lead and supervise others
- Ability to establish relationships with all levels in the organization
- Ability to lead, develop and execute project management of significant projects with considerable impact on assigned departments
- Ability to deal with controversial or sensitive issues
- Ability to create, manage and meet deadlines for self and others

- Ability to establish and recommend technology solutions to senior management
- Ability to deal with multiple high priority issues simultaneously
- Knowledge of computer programming principles, techniques and architecture; procedures for administrative and business applications;
- Ability to prepare complete and concise systems specifications and documentation consistent with area assigned
- Ability to investigate proposals for new systems or modifications, and prepare feasibility reports and time and labor estimates; coordinate and control the development and implementation of major system design or modification projects

JOB SERIES EDUCATION AND EXPERIENCE:

Business Systems Associate

Bachelor of Computer Science or Information Technology, Business Administration or related field or related experience.

Progressively responsible experience, two to three years, in applicable business applications. Basic to moderate knowledge of specific applications and systems may vary depending on the assignment and will be specified.

Business Systems Specialist

Experience and Education required of the Business Systems Associate in addition to:

Progressively responsible experience, three to five years, providing user support, performing business analysis and providing technology solutions in a medium size. Moderate to advanced knowledge of specific applications, systems and/or scripting languages may vary depending on the assignment and will be specified.

Business Systems Specialist assigned to the Library a Masters in Library and Information Science is preferred

Senior Business Systems Specialist

Experience and Education required of the Business Systems Specialist in addition to:

Progressively responsible experience, five to seven years, performing business analysis and providing technology solutions in a medium size environment. . Advanced knowledge of specific applications, scripting languages may vary depending on the assignment and will be specified.

Senior Business Systems Specialist also requires four years working experience with automated systems utilized in the operation of the area of assignment or equivalent.

ESSENTIAL FUNCTIONS FOR ALL POSITIONS IN THE JOB SERIES:

The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Language Ability:

- Requires ability to compare, count, differentiate, measure and/or sort, assemble, copy, record and transcribe data and information. Must be able to classify, compute, tabulate, and categorize data. Must be able to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations. Needs to be able to use a variety of descriptive data and information such as: a variety of plans, resolutions, maps, reports, computer software operating manuals, procedures, guidelines, and routine correspondence.
- Must be able to communicate orally and in writing, clearly and concisely and in a non-technical manner with City personnel at all levels; consultants; vendors; and the general public.
- Needs the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Needs to effectively present information and respond to questions from groups of managers, clients, and the general public.

Mathematical Ability: Knows how to apply mathematics, including basic algebraic, plane geometric and trigonometric formulas. Must be able to demonstrate ability to calculate percentages, fractions, decimals, volumes, ratios, and spatial relationships. Needs to be able to interpret basic, descriptive statistical reports.

Judgment and Situational Reasoning Ability: Must be able to use functional reasoning and apply rational judgment when performing diversified work activities. Needs to be able to analyze data and information using established criteria in order to determine consequences and identify and select alternatives.

Physical Requirements: *The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

- Needs to be able to operate equipment with some requiring rapid adjustments such as a computer keyboard and terminal, digitizer, plotter, printers, photocopier, calculator, drafting instruments. Must be able to

coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use. Needs to be able to recognize and identify degrees of similarities or differences between characteristics of colors, textures, and forms associated with job-related objects, materials, and tasks.

- Functions may require sitting for prolonged periods of time; the ability to exert light physical effort involving lifting, carrying, pushing and pulling of up to 30 pounds. Needs to be able to perform frequent downward or upward flexion or turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports.
- Job entails walking on uneven ground, standing, bending, stooping, climbing, reaching at and above shoulders and twisting at the waist. On an infrequent basis, the incumbent must be able to squat, kneel or be reclined while assembling hardware in close workspaces. May be exposed to loud noises during field visits.
- Overtime and attending meetings outside regular work hours may be required. Work environment is professional and both team and autonomy oriented. This position is impacted by urgent time deadlines due to various reporting and filing requirements. There is some repetitiveness in program coding, a need for paying attention to detail. Additionally, there is a need to be able to shift attention before tasks are completed to be able to balance user demands, telephone and other interruptions.
- Must be able to drive and maintain a California Class C Driver's license or ability to arrange transportation for fieldwork or visits to other City facilities.

This classification specification does not constitute an employment agreement between the employer and employee and is subject to change by the City and the needs of the City and requirements of the job change.

The City of Carlsbad is an Equal opportunity Employer. In compliance with the Americans with Disabilities act, the City will provide reasonable accommodation to qualified individuals with disabilities and encourages both current and prospective employees to discuss potential accommodations with the employer.

DATE APPROVED: August 2008